

Children's Tree House Childcare and Preschool
980 12th Avenue S. Onalaska, WI 54650
(608)783-4545

Parent Handbook

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Philosophy

Here at Children's Tree House Preschool and Childcare, we believe that each child is a worthy individual endowed with unique capabilities and talents.

Our warm, loving environment will give children a place that encourages learning, creativity, personal growth and a fun environment where they will feel safe and secure. We will help the children build trust with the teachers who care for them, so they will feel secure in knowing that they are loved and wanted and they will receive the appreciation, respect and acceptance children strive for.

Our program is designed to prepare children ages six weeks to five years with the social and academic skills they need such as sharing, listening, letters, numbers, etc. We will enrich our classes with art, games, music, free play and much more. All of our activities and equipment will be acceptable only at the highest level of safety. We have designed our activities to allow for plenty of physical movement, as well as healthy meals and snacks, along with a learning environment of sharing and playing together, where activities stimulate the mind. We will provide an atmosphere that is child oriented, so children are able to develop at a pace meeting their individual needs. We will also establish routines that children can cope with and understand. We ensure that infants receive individual feedings and attention, auditory and visual experiences and most importantly a lot of cuddling with secure and warm relationships.

Mission Statement

Children's Tree House will operate under the understanding that the children need to be treated with warmth and respect. The children served by Children's Tree House especially need experiences that will foster physical, social, emotional and cognitive growth. The atmosphere at Children's Tree House will be a caring environment to encourage independence, constructive problem solving, positive self-esteem and improved self worth.

Parent Handbook

The intent of this "Parent Handbook" is to familiarize parents/guardians with Children's Tree House Center Policies and Procedures. It is the parent's/guardian's responsibility to read this guide. All parents/guardians will sign a contract stating that they have read, understand, and agree to all policies and procedures in this guide.

Registration Fee

For all new enrollments and all return enrollments, there is a non-refundable registration fee of \$75.00 per child or \$100.00 per family at the time of enrollment. This fee confirms a place for your child in the center, subject to all terms of the contract. This fee will not be applied towards your weekly tuition.

Payments

Our program, as well as licensing, requires us to employ staff based on the number of children enrolled. Because of this, we cannot give tuition refunds for days children are absent from the center.

Weekly tuition is due on Friday, by noon, for the following week and can be paid by check, cash, or Brightwheel. Payments not received by noon should include a \$10.00 late fee, which should be added to your tuition payment. Payments not received by 5:30pm Friday will result in the child being unable to attend class due to late payment. Designated holidays will be charged as contracted. Tuition fees may be changed at the discretion of the center owner/administrator.

If a child will be gone for a period of time, a holding fee will be applied, as well as two weeks' notice. The holding fee is \$32.00 a day for children 3 years of age and older, \$34.00 a day for children 2 years of age, and \$39.00 a day for children under 2 years of age. This holding fee will be due in advance. Children will be allowed 5 holding days a year. After the week has been used, the regular weekly fee will apply if more time is requested.

Family Discount

There will be a 10% tuition discount off the total tuition due if two or more children are enrolled from the same family. The discount does not apply to the registration fee, holding fees, or activity fees. The sibling discount does not apply to two children under 2.

Returned Checks

A \$40.00 fee will be charged for returned checks. The owner/administrator will then have the option to refuse further payment by check.

Tax Credit and Receipts

Most families should qualify for a tax credit under the provisions of the Federal Tax Reform Bill. You will receive a statement in January to use for income tax reporting. Parents who participate in a pre-tax plan are able to get a receipt as required by their employer. Let the office know if you need receipts monthly for your tuition payments.

Year-end tax statements are done for all currently enrolled families and by request only for previous clients.

YEAR END TAX STATEMENTS ARE DONE FOR ALL FAMILIES IN ATTENDANCE AT THE CENTER AT YEAR END.

Please contact the center owner/administrator.

Center Hours and Holidays

Children's Tree House will be open Monday through Friday between the hours of 6:30 am and 5:30 pm, with the exception of the following holidays: New Year's Eve, New Year's Day, Good Friday, Memorial Day, Independence Day, 3 Center Transition Days in January, May and late August or early September, Labor Day, Thanksgiving, the day after Thanksgiving, Christmas Eve & Christmas Day. If a holiday falls on a Saturday or Sunday, it is the center's digression to be closed either the previous Friday or the following Monday, depending on the holiday.

Full tuition is charged for all holiday weeks. Vacation day holding fees can not be applied to holidays or days when the center is closed.

The center may also close if the State of Wisconsin declares a state of emergency for weather related issues. Parents will be notified to pick-up their children if the declaration happens during the day. If an emergency is declared the night before expected weather, the center will close the following day. Closings for weather will be aired on WXOW and WKBT. I will send out an email to all families, as well as an update on Brightwheel. Tuition will not be credited for weather related closings.

Late Pick-Up

Our center closes promptly at 5:30 p.m. All persons must be out of the building by 5:30, so please make sure when picking up that you are giving yourself enough time to gather your children and all belongings and be departed from the center at or before 5:30 p.m. There is a \$20.00 automatic fee per child when picked up after 5:30 p.m. or after your maximum 10 hours.

10 hours & 15 minutes - \$25.00

10 hours & 30 minutes - \$30.00

10 hours & 45 minutes - \$35.00

11 hours - \$40.00

Every fifteen minutes after ten hours is an additional five dollars on top of the twenty dollar fee.

If a child is left at the center later than 5:30 p.m. and the center is unable to contact someone to pick-up the child, the police will be called.

Parents, please be considerate of your teacher's time when you come in close to our closing time. Some of our staff have evening classes to get to, family commitments, and some even have second jobs. We ask that all families are out of the building by 5:30 pm. If you want to meet with a teacher, schedule an appointment for a mutually convenient time.

Termination of Contract

The contract may be terminated without cause by either party upon a two week written notice from the terminating party. The center reserves the right to terminate the enrollment of a child without notice to the parent/guardian if the center feels, in its sole discretion, that the retention of the child may prove to be detrimental to any or all involved. Other reasons for termination can be, but not limited to: a direct non-compliance of Children's Tree House policies/rules, or licensing rules, non-payment of tuition, violation of the contract, failure to complete required forms, abusive language, sexual harassment, or intimidation of staff. If given less than two weeks notice by the parent, two full weeks tuition will be charged.

Government Funded Families

Children's Tree House gladly accepts government assistance for any of our enrolled families. All children of government funded families will be contracted at our full rate per the center's current rate sheet. We work with each family on a case to case basis to determine the subsidies provided by the government and required co-payment.

Weekly co-payments are due by noon on Friday. Any fees not paid on time will be assessed a late fee of \$10.00 per day. The center reserves the right not to provide care the following contracted day until payment is made.

If you are no longer authorized for subsidy, the balance must be paid in full as stated above. Your weekly tuition is an estimated co-payment which may be adjusted weekly depending on attendance.

The EBT (Electronic Benefits Transfer) Card that is issued to each county funded family for their child care expenses is funded monthly. The entire portion of the monthly card balance will need to be transferred to the center by the 2nd of each month. This payment is separate from your personal weekly co-payment, as in most cases the portion funded to you for payment to Children's Tree House will not cover the full week's tuition. The parent will initiate the payment to the provider in advance, before child care is provided. This payment can be transferred to Children's Tree House by the cardholder (WI Shares parent) via phone or website.

Payments made to Children's Tree House from the EBT Card can not be reversed back to the EBT Card if you choose to withdraw your child from Children's Tree House. All payments made to Children's Tree House from an EBT Card are non-refundable. The center legally cannot refund any part of the Wisconsin Shares payments directly to the family, as this is a transaction between the Government and Children's Tree House.

Parent Checklist & Articles to Bring to the Center

Each family is responsible to provide their child with the following:

- All admission forms required by the state
- All information regarding the child and any special needs
- Medications with a completed form granting permission to give the medication, diaper rash cream.
 - A sleep sack for infants
- A sleeping bag or roll out nap mat with blanket for one year olds
 - A blanket and fitted crib sheet for children ages 2 and up
 - Pillowcase for bedding storage
- A bag containing 2 complete changes of seasonal clothing, or specific articles that need replacing
 - Outerwear appropriate for the weather (i.e. mittens, hat, boots, scarf, jacket & snow pants)
- Each child under 2 must have an "under 2 intake form" completed before the first day of attendance.
 - Diapers and Wipes

If your child is under one year of age, you may need to bring one or more of the following:

- Formula (Children's Tree House provides Member's Mark infant formula)
 - Breast milk prepared in bottles for the day
 - Diapers and Wipes
 - Pacifier
 - Bottles (3 bottle minimum)
- Baby Food (Children's Tree House makes and provides fruit and vegetable purees)
 - Diaper Rash Cream

We ask that all personal items be labeled with your child's first and last name.

If these items are needed and not available for your child, you will be contacted to bring it in.

Articles Not to Bring to the Center

- Toys
- Food and Drink
- Play Weapons

On certain occasions, children will be given the opportunity to bring in toys or items to share from home.

Bedding

All children are required to bring a sleeping bag or roll out nap mat for nap time. All bedding needs to be taken home on Fridays to be washed and returned on Monday. If your child is without a sleeping bag for nap time, you will be charged \$2.00 per day for the use and cleaning of a center sleeping bag.

All children ages 12 months to 5 years are required by licensing a quiet rest time for 30 minutes or longer. Children's Tree House has a rest period from 12:00 to 2:00 following our lunch hour. Children who are awake after 30 minutes will be offered a quiet play item if they quietly rested for 30 minutes.

Clothing

Children should arrive at the center wearing well-fit and washable play clothing. The children will play outside almost every day, weather permitting, so please dress your child in appropriate clothing daily. Children must have 2 complete sets of spare clothing left at the center. Please label all clothing, jackets, boots, etc. with your child's name. When you pick-up your child please check his/her cubby for any soiled clothes and replace them the following day even if there is no request for replacement of those clothing articles.

Children will have sprinkler fun days throughout the summer. Children should bring a swimsuit and towel, which will be sent home to be washed. Parents will be notified about upcoming water days in advance.

Jewelry is strongly discouraged at the center. We are not responsible for lost or damaged jewelry.

Small hair clips are not permitted within the center because of the choking hazard that they potentially could cause. If your child is sent to the center with small hair clips, we will remove them and place them in your child's cubby for the day.

Progress Report

Progress reports are done by the teachers on each enrolled child. This is not an academic evaluation or test done on your child. It is a tool used to measure how the child is adjusting to the center. Our teachers observe and document your child's development and learning in the classroom. Assessment methods include monthly goals, observations, and rating scales. Monthly goals are posted in each classroom, and it is encouraged that families work on these goals in collaboration with teachers. The assessment results will be used to alter strategies to develop the best environment for your child to grow. When assessments identify concerns, appropriate follow-up, referral, or other interventions are used. All assessments are kept in the child's portfolio.

Twice a year we will send home parent/teacher conference forms, which will detail your child's progress of activities and participation in the center. The report must become part of the child's center record. Center staff must bring any special or significant developments, particularly if they regard infants, to your attention, as soon as they arise.

Education Policy

The daily program is designed to meet the physical, emotional, and social needs of each individual child. Age appropriate activities are scheduled to provide adequate time for indoor as well as outdoor play. Periods of active play and relaxing times are also scheduled. Both large and small group experiences are provided as well as opportunities for independent play. Interest and learning centers have been implemented which allow each child a choice of guided activities during free play periods during the day.

Children over the age of two will be allowed no more than 30 minutes of digital media, or screen time, per week. This digital media shall be high-quality programming, age appropriate, and tied into the weekly theme or classroom curriculum. Children will never be required to participate in digital media viewing; another activity will always be provided for children who decide to not participate. Children under the age of two will not participate in digital media viewing or screen time.

Provisions are made for “hands-on experiences.” We believe that children learn through active participation, language development, small and gross motor activities and socialization. These skills are encouraged by the use of a variety of instructional materials and play equipment. Continuity in our program and daily schedule is stressed to provide a sense of security for the children.

We encourage the development of self-esteem and a positive self-image through activities which provide a developmental sequence aimed at success. Cooperation is encouraged and individual differences are to be respected by children and staff. Children are encouraged to interact freely with each other, and teachers are to help them with cooperative problem solving and conflict resolution. We do encourage participation, but we do not force it.

The infant rooms have a very flexible routine. Because each child’s schedule is so different at this age, it is not in their best interest to have any specific routine as a group. There are a variety of toys available for infant stimulation and development. We also read stories, play music and sing and dance daily. The students are taken outside everyday, weather permitting.

Children’s Tree House does not have a religious aspect to our program. All teachers are here to enhance each child’s social, emotional and cognitive development by providing a variety of developmentally appropriate activities.

Parent Involvement & Communication

Parents are welcome to visit the center and observe their child/children at any time.

Parents' observation and participation in the center's activities are encouraged.

Parents are encouraged to:

- Share special talents such as singing, playing an instrument, storytelling, carpentry and cultural activities
- Work with children and staff in their daily activities and routines
- Help with parties, special activities and holidays
- Organize fundraising efforts

Please feel free to discuss any ideas, questions or concerns you have with the teacher, director or administrator. We encourage all parents to talk with the teachers daily to find out how their child is doing, or what they had accomplished that day. Ways parents can communicate with teachers and the center include bulletins, newsletters, daily sheets, telephone calls, and emails.

If you are interested in becoming involved or know someone who would like to be, please contact the center owner.

Daily Registration

All children must be signed in and out of the center daily by an adult.

No child(ren) may be left unattended when their parent is in the building.

Your child will not be released to anyone other than the parent or guardian unless the person is designated on your pick-up authorization, has a photo identification, and the center has written or verbal consent of who is picking up.

If either parent is not allowed to pick-up the child, a court order must be part of the child's file. In the event a person comes to pick-up your child and the center was not informed about the alternate pick up, that person will be required to wait outside of the building until the parent can be contacted.

If a child is going to be in attendance 5 minutes earlier or 5 minutes later than their normal contracted hours, you are required to notify the center. This notification should be made 24 hours in advance. The change of hours forms can be located at the sign-in area. Please place those in the payment box to be approved. If there are issues with the change of hours, a center staff will contact you. This is done out of respect for our staff and their daily schedules as well.

Parent Responsibility During Pick-Up and Drop-Off Times

It is each parent's responsibility during pick-up and drop-off time to be available to communicate with the teachers.

Please make sure that you are off your phone during these times and available to hear about your child's day.

We also want to make sure you follow through with the expectations that we set forth throughout the day. Please make sure that all children are walking in our hallways, that doors are not being slammed and that no children are standing on the benches in our entryway. We always want to put their safety and the safety of all the other children first in our center.

Outdoor Play & Equipment

Children will be encouraged to spend as much time outside as possible. Therefore, we ask for you to make sure that your child is dressed appropriately for outdoor play. Sufficient play equipment is provided for the size and developmental level of the children at the center, to allow each child a choice of at least four activities. Our equipment is also designed to allow the children to use all areas of development.

Children should spend 60 to 90 minutes outside daily, depending on inclement weather.

All children are able to play outdoors in the Summer months as long as the temperature & heat index are ninety degrees fahrenheit or less.

Children under the age of two are able to play outdoors throughout the Winter months, as long as the weather allows & wind chill is above twenty degrees fahrenheit. Children age two and above are able to play outdoors throughout the Winter months, as long as the wind chill is zero or above. We ask that all children have all needed items to play outdoors throughout the Winter months. Children are expected to have a jacket, snow pants, boots, gloves, and a hat at the center daily. Please make sure these items are labeled with your child's name.

Our playground is shaded for most of the morning, so please make sure that your child has a light jacket here throughout the Spring and Summer months and the center staff will use their judgment as to whether or not the children will need them during their morning play period outdoors.

Parent Bulletin Board

The bulletin board in the lobby will have information posted for parents. Sometimes there will be interesting articles, coupons, items for sale, notifications of events in the daycare, or sign-up lists posted on the main door you enter each day. Please take a minute to look at the board or the main door each day.

Newsletters, Announcements & Notices

Monthly newsletters and calendars will be emailed to families. Hard copies are available upon request. Each teacher will post a monthly newsletter outside of their classroom door.

Announcements and notices are posted on a regular basis. The bulletin board by the sign-in area will have information posted for parents. At times there will be health updates, field trip information, and daily notices for parents. Please take a minute to look at the board or the posted notices daily.

Photo Release

Upon registration, you will receive a form requesting the public release of photos of your child. These photos may be used on our Facebook page, Brightwheel, advertisements, or around the center. It is your choice if you would like your child to be photographed. If you would not like them photographed, please state so on this form.

Moving To The Next Classroom

Children move to the next room based on development, not age. Changes will be discussed with the parents. However, to manage the center in everyone's best interest, we will consider all the classrooms and which other children are moving, leaving or waiting to enter. Children will spend a few hours in their new classroom daily starting 2 weeks before the transition into a new classroom. These transition times are generally during active periods of that classroom schedule, i.e. circle time, outside play, or mealtimes.

We typically run at full enrollment, so we cannot guarantee that your child will move to the next classroom on their date of birth. We will transition your child if we have room in the classroom that they are moving to. We do our transitions typically once a year in September. This is when we start our calendar school year, which coincides with the School District's calendar since we are a 4K off-site for the School District of Onalaska.

When your child turns 10 months, we will start working with him/her to get him/her on one nap per day. We will also start weaning them off of the bottle so that when they enter to 12 month classroom they are no longer using a bottle, instead using a sippy cup for all meals and snacks. We will start introducing table foods to them throughout the day at 11 months. We can only do this with the consent of the child's physician. We will ask for a signed Child Health Report from the child's physician stating which foods they should avoid through this transition until the age of one. This transition to table foods also means that their meal times will be scheduled at the same time as the center mealtimes. This will prepare them for mealtimes in the one year old classroom. Children eat their meals and snacks together and must be seated at the table.

In the toddler and preschool rooms we have a basic routine throughout the day, but it is loose. Both individual and group play are beneficial to your child. We do encourage participation, but we do not force it (except mealtimes, nap time, and outside time). During individual play children can use any of the supplies in the classroom and may play with one another if they choose.

Group Play includes: stories, dance, music, art, etc.

There is no religious aspect to our program. All teachers are here to enhance each child's social, emotional and cognitive development by providing a variety of developmentally appropriate activities.

FYI Forms

For Your Information Forms are available at the sign-in area for you to notify us of anything new concerning your child. Look for a white form with FYI across the top. If there is someone other than yourself picking-up your child, if you are at a different work number for the day, or there is a change of address or phone number, etc., please fill out an FYI form and place it into the payment slot. This box is checked at 9:00 am daily and periodically throughout the day. Do not place medication forms into this box; medication forms should be given to your child's teacher.

Fuzzy Bear Hugs

When parents want to say "thanks" for something special a teacher did for them or their child, or if a teacher really stands out to them, they fill out a "Fuzzy Bear Hug". These forms are found by the sign-in area. Turn in your "HUG" by placing it in the payment slot. The "Fuzzy Bear Hug" is then placed on the staff board.

Unusual Incidents

In the rare instance of an unusual incident which occurs prior to the opening of the center, (i.e. building flood, power outage) the following plan would be initiated:

All affected families would be contacted via Brightwheel to inform them of the status of the problem and a proposed timeline for the reopening of the center.

First Aid

All staff are trained in basic first aid and CPR/AED certified. First aid materials are available at all times in the center as well as on field trips. Gloves will be worn at all times when blood is present.

Illness

There is no credit given for a child's absence due to illness. Parents/Guardians must notify the center immediately of a child's illness. If your child will be absent from the center for the day, you must notify Children's Tree House by

Brightwheel or phone. If we do not receive a Brightwheel message or phone call from you within the hour that your child is normally in attendance, it is a state law that we have to contact you. If a representative from Children's Tree House needs to contact you about your child's attendance for the day, you will be charged a \$10.00 calling fee after the second written notice. It is the parent's responsibility to inform Children's Tree House of any schedule changes.

Behavior Documentation

The best way to teach young children good behavior is by practicing it ourselves and by being role models. When a child does something that is not safe or beneficial for him/her or others, we redirect the behavior by gently guiding him/her towards positive alternatives. All children and staff members will be protected and provided a safe and secure environment.

All teachers must objectively document unacceptable behaviors on a "Behavior Documentation" form. The teacher will notify the parent(s) on the day that the problem was observed.

All reports are confidential and are not to be discussed with other parents. Our concern is for the child. The parent/guardian should be assured that every attempt has been made to render the situation. Children's Tree House will utilize all the resources available to us. When the unsafe behaviors continue to occur on a regular basis, the child will be sent home after three incidents occur in one day. This is for the safety of the child and other children in the classroom. Children's Tree House reserves the right to terminate care immediately if circumstances warrant such an action.

Accident & Incident Reports

An accident report will be filled out and recorded in a Medical Log Book for all injuries that occur at the center or outside of the center while the child is being cared for by one of the Children's Tree House Staff. Parents will receive a copy of the report, be asked to sign the report and return it to the Children's Tree House dropbox. This documentation will be placed in each individual child's file.

An incident report will be filled out and recorded in a Medical Log Book for any incident where a child has lost control, is enraged or is harmful to other children or staff. An incident report is never limited and will be filled out due to any act of behavior that is disrespectful or hurtful to our students and staff members. The situation will be looked at by the Director to make sure an objective decision was made as to the incident. A copy will go to the parent, which is required to be signed and returned to Children's Tree House. This documentation will be placed in each individual child's file.

Critical Illness or Injury

In the event of critical illness or injury, 911 will be called. A certified staff member will administer basic first aid or pediatric CPR. Parents will be contacted immediately. Children's Tree House reserves the transport your child to Gundersen Health System in the event of an emergency if the parent cannot be reached. Parents are responsible for all medical and transportation bills.

Biting Policy

Biting is common in a childcare environment. Reasons for biting include teething, sensory, exploration, autonomy and control, peer interaction, imitation, frustration, anxiety and curiosity. It occurs most frequently when a child is tired, frustrated, or overstimulated.

What we do when it happens: Attend to the recipient first, complete an accident report for every incident and report broken skin to the director and to the child's parent(s) as quickly as possible.

The biting child will be redirected to appropriate activities. The parents of all children involved will be notified. However, neither the parents of the bitten child, nor the parents of the biting child will be given the name of the other child involved in the incident.

When a child has bitten several times in a short period of time, the teacher(s), the director and the child's parents will develop an intervention plan. If a child bites or attempts to bite three or more times in one day, the child will be asked to leave the center for the day to protect the child and the other children.

If a child continues to bite with little or no sign of improvement, the center reserves the right to temporarily exclude the child from the center. The child will be excluded if it is determined the safety of other children is being compromised or the child is unable to handle the stress of being in group care and needs a smaller group environment.

Aggressive Behavior Policy

Children's Tree House Preschool & Childcare, LLC reserves the right to send any child home who displays behavior that is unsafe for him/herself and/or any other child or adult as well as behavior that may make others feel unsafe. These behaviors include but are not limited to verbal threats, words that are inappropriate, offensive or derogatory in nature, biting, choking, or using heavy or hard items to strike another child or adult. Additionally, if a child requires one on one supervision with a caregiver to prevent aggressive behaviors from occurring, the child in question will be sent home for the day to ensure the classroom is appropriately adhering to the staff to child ratio policy.

When an aggressive behavior occurs, the aggressor will be immediately removed from the classroom, a parent will be contacted to pick the child up for the remainder of the day and a behavior report will be completed by the teacher for the parent to sign. There will be no tuition discounted for a child being sent home due to aggressive behavior. The parent of the child being made the target of the behavior in question will be contacted immediately and an incident report will be completed by the teacher to be signed by a parent at pickup.

The identity of all involved parties will remain confidential. A child's name will never be shared with another child's parent in regards to any incident. We will neither confirm nor deny any child's involvement in any incident.

Children's Tree House Preschool & Childcare, LLC reserves the right to terminate enrollment for any child who consistently displays aggressive behavior.

Emergency Procedures

Children's Tree House staff is trained in emergency procedures.

Evacuation - Fire drills are the most common example, but it could be used for other forms of emergency situations or dangerous conditions in the building. Fire drills are held on a monthly basis so children can become familiar with procedures.

Hold in Place - This procedure would most likely be implemented in the event of a medical emergency for students or adults. It requires the hallways to be cleared so that emergency personnel can move freely through the building and to afford some privacy to the person in need of help. "Hold in place" allows teachers to continue teaching.

"Hold in place" will be announced and staff and children are expected to stay in their classrooms, or on the playground until further notice.

Shelter - This procedure is most commonly used in the event of a tornado warning for our immediate area. The inner walls of classrooms and bathrooms away from doors and windows are safe areas. Tornado drills are practiced monthly from April through October.

Lock Down - This procedure will be implemented in the event of an armed or disorderly intruder. Hallways are cleared of students and adults, lights are turned off and students are moved out of view.

Should an emergency occur, the director would attempt to notify you as soon as possible. Our primary emergency relocation site is Misty's Dance Studio, located directly across the street from Children's Tree House.

Confidentiality

Each child has a file which will contain all the required forms, any written communications from you and any information your child's teacher may have in regards to your child, including a copy of the child's progress reports. The child's file and records are available to the director, administrator and the teachers on staff. Your child's file will also be available to licensing & social service agencies. Names, addresses, phone numbers or any other information will not be disclosed to anyone other than these people without the parent's permission. You will be asked for a written and signed request before the file will be shared with other professionals. Parents may request access to their child's file at any time. Staff may not discuss any child or child's family information with other children's parents. All information in the child's file and any personal information obtained will be kept in strict confidence. If a photocopy is requested, Children's Tree House reserves the right to charge \$0.10 a copy.

Supervised Visitation

The center at no time will be used as an area for court ordered supervised visitation. At no time will the center act as a liaison or mediator for supervised visitation. In addition, the center will not be used as a meeting area for such visitation. The parent or legal guardian agrees to abide by this rule at all times and will notify any Court to not order supervised visitation where the center is involved.

Reporting Child Abuse

All center staff are mandated reporters. They are required by law to report suspected abuse and neglect to the Department of Social Services, Law Enforcement or the licensee's program administrator. Center staff are trained on recognizing and dealing with possible child abuse cases.

Custody and Release of Children

If a parent/guardian is contending he/she has certain rights under a Court Order, then a certified copy of the most recent order should be on file at the center and it is the parent/guardian's responsibility to provide a certified copy.

If a person is the legal guardian of a child, that guardian's certified Court Order, or certified letters of guardianship needs to be on file with the center at the time of enrollment, at his or her costs.

If a non-contracting parent, not on the emergency card, has a valid, certified copy of a Court Order stating that they have the legal right to pick-up a child, the center will have no choice but to release said child to said person.

In a potential abuse or neglect situation the center will release the child, after verification of proper identification, to the Child Welfare Worker or Police Officer upon request. If done, the center will make all attempts to notify the parents/guardian.

Wellness Policy

Children's Tree House is not a sick care facility equipped to handle ill children. For their safety and the safety of others we require that all sick children be picked up ASAP by a parent or guardian being called. We want to make sure that all of the children here get the best possible care. If your child is not picked up within one hour of notification, you will be charged a fee of \$10.

The center requires that all children in attendance must be healthy enough to participate in ALL activities, indoor, outdoor and away from the center. We are not only concerned about illness and fever, but with sanitation and the comfort of your child.

If a child becomes ill while at the center, he/she will be taken to the office and a parent will be contacted. It is essential that you keep the information on your Emergency Information form up to date so you can be reached.

Any child experiencing the following symptoms will be sent home.

- ~ A fever of 100.5 degrees Fahrenheit or higher
- ~ Contagious skin or eye infection
 - ~ Diarrhea (3 loose bms)
 - ~ Vomiting
- ~ Profuse nasal discharge
 - ~ Unknown rash
 - ~ Sore Throat
 - ~ Stomach Ache
 - ~ Ear Ache
 - ~ Headache

Your child must be symptom free, fever free, or on medication for 24 hours before returning to the center. The center has the right to refuse care for your child to attend the center if they feel your child is ill. Please notify the center if your child becomes infected with a contagious disease such as whooping cough, measles, mumps, chicken pox, diphtheria, pinworms, conjunctivitis, strep throat, etc. The owner will notify parents of other children who may have been exposed. If your child will be absent from the center for the day you must notify Children's Tree House by phone. If we do not receive a phone call from you within the hour that your child is normally in attendance, it is now a state law that we have to contact you. If a representative from Children's Tree House needs to contact you about your child's attendance for the day, you will be charged a \$10.00 calling fee after the second written notice. It is the parent's responsibility to inform Children's Tree House of any schedule changes.

Head Lice

Children will not be allowed to attend or return to the center if any live lice or lice nits are present on the child. The child must be lice and nit free for 24 hours. The child's hair will be checked thoroughly by a staff member before returning to the center.

If lice become present in the center, there are cleaning procedures that will be followed. All children's bedding and outdoor clothing will be sent home to be washed. Any cloth items in all classrooms will be cleaned appropriately.

Medication

The center will dispense prescription medication, sunscreen, bug spray, and over-the-counter medicine with written authorization from the child's physician and a parent. Medication forms can be found in the sign in area and must be filled out completely and handed to a teacher. Medications must be in original containers. We cannot administer any medication that has expired. Prescription medication must be accompanied by the doctor's dosage instructions.

All medications must be given to a staff member upon arrival at the center and will be stored safely out of reach from children. No medication should be placed in your child's cubby or backpack. Medication cannot be kept at the center if the child is not currently using it, or there is not a current medication form filled out. All medication administered will be documented in a medical log book required by licensing.

Potty Training

Once your child turns two, and you and your child's teacher feels that they are ready, we will start working on potty training with your child. Once potty training is agreed on, we will ask that you no longer supply your child with diapers, but with training underwear, a plastic underwear cover and pull-ups for nap periods and field trips. We ask that they wear underwear and plastic liners to school.

Potty training is a huge milestone for children and parents. Consistency is the key to success. Once we agree in cooperation with the parents to work on potty training at the center, we ask that you too, also follow through with the training at home.

We are unable to start introducing potty training until children are at least 18 months of age.

Field Trips

The Enrollment Agreement form, which you have been asked to sign, is required for general trips: walks around town, walks to the library, trips to local parks, etc.). Special field trips (museum, theaters, harvest patches, etc.) will require specific written authorization from the parent.

The center does partake in various field trips throughout the year. Parents are informed of these trips well in advance, as they are required to sign specific permission forms in order for their child to go on the trip. If you ever choose for your child not to go on a particular field trip, there may be an option for your child to stay at the center in another classroom if there is room. You would need to make those arrangements ahead of time with the center director. If we do not have availability for your child to stay at the center, it is your responsibility to find alternate care during that time. There is usually a minimal cost associated with each trip. In the event of a field trip, a school bus will be rented from a local bus company.

All teachers are required to take emergency information with them for each child participating.

Staff Qualifications

All staff employed by Children's Tree House meet or exceed the education requirements that fulfill licensing standards. A criminal background check is done through the Department of Justice on each staff member before they are officially hired. In accordance with Wisconsin State Licensing, all staff members have their fingerprints registered in the FBI database. Each new employee completes a thorough orientation and training.

The Center Owner/Director has a Bachelor's Degree in Elementary Education.

Teachers and Assistant Teachers have a Bachelor's Degree in Early Childhood/Elementary Education, an Associate's Degree in Child Care and Development, or a Certificate of Completion for Wisconsin approved Early Childhood Course.

Continuing Education is required for staff based on their position and employment status. This training must be professional in nature and be relevant to child care. All training is documented and available for licensing review.

Drug Free Workplace

Children's Tree House maintains a drug free workplace at all times. Any question of drug or alcohol use while working or coming to work under the influence would result in immediate dismissal of any employee at the center. We have a "no tolerance" law and Children's Tree House reserves the right to request a drug test at any time during employment because our employees work closely with all children. Any parent we question being under the influence of drugs or alcohol we will approach to find an alternative way for taking your child home. If a parent refuses our help and we still have suspicion we will call law enforcement under the understanding that your child is our first priority.

Concealed weapons (guns, knives, etc..) are not allowed within the center at any time or for any reason! We ask that if parents, employees, volunteers or visitors of the center participate in the conceal and carry law that went into effect in Wisconsin in November 2011 that the weapons remain at home and off our premises while dropping off or picking up your child(ren). We do not allow weapons to be brought into the center, out on the playground or while volunteering your time.

Babysitting

Families who would at any time have a staff from Children's Tree House babysit for their children outside of the center confirm and guarantee the Children's Tree House is not responsible or liable for any incidents or accidents that take place outside of the center. If you are making a personal choice to hire one of the staff from the center outside of their center hours & duties to watch your children, Children's Tree House will not be held responsible.

Caring for your children here at the center, we impose all rules and regulations set forth by the State of Wisconsin.

Outside of the center, those rules are no longer implied, but I would hope that any individual would offer you nothing but exceptional care.

Nutrition

This daycare facility participates in the Child and Adult Care Food Program (CACFP), a Federal program that provides healthy meals and snacks to children receiving daycare.

Children will be served breakfast, lunch, and an afternoon snack. Parents should check the daily menu posted for all items. All meals are prepared on site and served following the USDA guidelines for serving size, credibility, and quality. Staff attend trainings throughout the year to stay up to date with the latest regulations. Safety is practiced in all meal preparation and service according to USDA guidelines. The Food Service Program is inspected on a regular basis. Please notify the director and/or teacher of any food allergies. Menus are posted around the center and on the parent board in the entryway.

All meals are served to each individual classroom in individual serving bowls at each table. Second portions will be available. If not, sufficient supplements of bread, fruit, vegetable, or milk will be made available. Staff will sit with the children during meal times. We ask that your child be at the center by 8:30 if you would like your child to have breakfast at the center. Parents must alert the staff of any food allergies. These allergies will be posted for all staff to see.

Food Allergies and Substitutes

If a child has a food allergy or intolerance and a signed document from their physician, Children's Tree House will provide the replacement requested by the physician. Replacements must meet the Wisconsin Food Program requirements.

Families with food preferences not due to medical reasons will provide written and signed documentation stating which foods will be replaced. The replacement must meet CACFP guidelines. Parents may choose to bring in one replacement per meal. If more than one replacement is requested, parents must provide the entire meal.

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, or disability. To file a complaint of discrimination write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (800) 795-3272 or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.

Menu Planning

Menus are prepared by our Food Service Personnel and the center's owner and rotate on a specific schedule. All menus are posted at the center. Nutrition consultation is provided on an ongoing basis by a representative from the Department of Public Instruction which administers the USDA Food Program. Attention has been given to provide a variety in the menus which allow the children to experience a variety of textures, scents and tastes.

Safe Food Practices

Safety is practiced in all aspects of meal preparation and service according to USDA guidelines. The Food Service Program is inspected on a regular basis.

Food Program

USDA Non-Discrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

① mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

② fax: (202) 690-7442; or

③ email: program.intake@usda.gov.

This institution is an equal opportunity provider.

Birthdays

The staff here at Children's Tree House will celebrate each child's birthday on the day closest to it. Parents are welcome to bring in a treat for their child's class! Please make sure that treats come in their original packaging so we have a list of ingredients in case of a food allergy. If there is anything special that you would like to do for your child's birthday, please discuss these arrangements with your child's teacher(s) in advance.

Non-Discrimination Clause

Children's Tree House is an equal opportunity business and does not discriminate on the basis of race, color, sex, sexual orientation, special needs, religion, marital status, political beliefs or national/ethnic origin in admission, hiring, policies or other aspects of its operations.

License, Reports and Center Policies

The center's license and reports of monitoring visits will be posted in the entry area. If at any time you would like to see the complete set of center policies, please ask the director/administrator for a copy to review.

Parent Committee

If you would like to help out in any way or have ideas, suggestions and/or concerns please contact your parent committee representative. You will receive each committee member's contact information upon enrollment. Our parent committee agrees that our children are our greatest assets and it is their goal to assist us in providing quality child care benefiting the child, the parent, the staff and our community. All parent committee meetings are listed on our monthly calendars, but are subject to change. If you would like to attend a parent committee meeting, please feel free to contact your child's classroom representative or Children's Tree House to get the current meeting date, time and location.

Fund Raising

Children may be asked to participate in fundraising events throughout the year. All funds raised should be turned in to the center owner, on the assigned day. Participation is always voluntary. We will host 3 to 4 fundraising events throughout the year.

Donations

The center accepts donations of any item that we could use. This ranges from items that could be used in the classrooms, library, kitchen, toys or furniture. If you received a gift or have an item that you don't need, please think of us. This allows us to share resources and maintain variety.

TV Viewing

Occasionally, videos or television programs will be used that are related to our curriculum, or a special occasion. All TV shows and programs will be rated G. Children are never required to watch television, and other activities will be provided for the child. TV viewing is limited to 30 minutes per week. Infants and Toddlers will not have permitted screen time, children over the age of 2 will be allotted no more than 30 minutes of screen time per week.

Snow Days & Closing

The center will normally stay open during winter storms. There may be times, however, when the center will have delayed openings or will dismiss early depending on the time and severity of the storm. The center may close if the weather is particularly bad or if there is a declared snow emergency. The center does not necessarily coincide its closings, delayed openings or early dismissals with the Onalaska School District.

Please call the center before leaving your home in the morning when there is bad weather or a storm prediction. There will be no refund or compensation for closings that are beyond the control of the center staff (for example, inclement weather, or any state of emergency). This includes, but is not limited to, any type of power or water loss.

Days The Center Will Be Closed

New Year's Day - Closed

Good Friday - Closed

Memorial Day - Closed

Independence Day - Closed

The Day Before the Start of the Onalaska School District Student Start Date - Closed (Staff In-Service)

Labor Day - Closed

Thanksgiving - Closed

Day After Thanksgiving - Closed

Christmas Eve - Closed

Christmas Day - Closed

New Years Eve - Closed

If the holiday falls on a Saturday or Sunday it is the center's digression to close the previous Friday or the following Monday.

Full tuition will be charged for the above days.

The holding fee does not apply to these days.